

What's Up With Tailored Uniforms?



In our year-over-year uniform survey of Airport Customer Service (ACS) and InFlight Services (IFS) employees (see sidebar), some garments received high overall ratings as well as negative feedback. To address employees' concerns and discuss possible solutions to improve the comfort and functionality of the overall uniform, a meeting was held recently with Stan Herman, our designer, and TwinHill, our uniform provider.

We plan to keep the uniform program fresh by phasing in new accessories over time and evaluating garment designs to ensure our

program reflects current fashion trends. Design changes take time however, so any revisions to current designs will take at least 24 months to allow time for design, testing, production and to wind-down existing inventories. We'll continue to measure the success of the program and solicit employee feedback to ensure the program meets our employees' expectations.

Many thanks to those who participated in the 2009 survey – your ongoing feedback is invaluable!

Blouses We've heard a lot about the ladies' fitted blouses "shrinking" across the bust line. So over the past year, TwinHill has conducted extensive research on our behalf to address this concern. What we've learned is this: When you buy something in a department store, you leave with the same garment you tried on. However, when you order something that fit well at the fit line, the garment you receive from TwinHill may be up to 3% smaller (or larger). This is a common industry-accepted tolerance. As a result, we're taking steps to ensure employees are aware of potential variations so they can make informed decisions on what sizes to order. We're also beginning development of a less fitted, more "forgiving" design which will replace one of the tailored blouses in the future.

Online Uniform Survey Results

A follow-up survey of the ACS/IFS uniform program was conducted via Wings and theHub in late summer 2009 to gauge employee satisfaction one year after the program began.

Nearly 1,900 uniformed employees took time to complete the survey. 90% of the respondents were mainline employees; the remaining 10% were from the Express division. Broken down further, that translates to nearly 590 female and 230 male flight attendants and 700 female and 380 male CSAs.

Overall satisfaction dropped 15% year over year from 3.3 to 2.8 on a scale of 1 to 5. Compared to the first survey, the feedback received this time was primarily from those with concerns about specific garments versus those commenting on the overall program. Satisfaction with TwinHill's services rose 6% from 3.2 to 3.4.

Stars of the Program

Among women taking the ACS/IFS survey, the zip vest, zip jacket and tailored top received high marks. Men rated the blue and white shirts, vest and pants highly. Accessories in general scored extremely well, although feedback shows that the swoosh scarf snags easily and the fasteners on the breakaway ties need adjusting.



Wear Tests

We have just completed wear testing solutions to several issues identified in the uniform survey, including:

- Ladies' dress – improved pocket size
- Ladies' knitwear (shell, mock and cardigan) – a new low-pill fabric and petite sizes (the new fabric will be used in future men's and women's knitwear production)
- Ladies' serving apron – the addition of a pen pocket on the chest



The wear tests lasted four to eight weeks, depending on the garment tested. A heavier-weight version of the current zip-front sweaters for men and women will be tested for six weeks beginning this winter to judge its warmth and comfort.

Did You Know?

Nearly 30 customer service agents and flight attendants from across the U.S. will have participated in the wear tests by the end of the test period. Wear test participants were selected and vetted by the uniform review team and ACS/IFS management. Each wear tester is asked to provide weekly feedback to TwinHill, adhere to proper garment laundering/dry cleaning instructions and keep a detailed log noting the length of time they wore the garment and their general observations.

Replacing Your Garments

We want you to look crisp and professional and take pride in your appearance! And that means replacing your garments when you think they are starting to look worn. Faded, over-pressed or fraying uniforms don't send the right message about you or US to our customers.

As of January 2007, we no longer offer an annual allotment program. Please keep an eye on the condition of your uniform and proactively speak to your supervisor when it's time to replace worn or damaged garments at company expense. Once your

Continued on next page

Replacing Your Garments - continued

order has been placed, it will take approximately five business days for your new garments to arrive.

US Airways' replacement policy does not cover garments with manufacturer defects (see Defective Lining). Employees should

call TwinHill directly for evaluation of a no-cost replacement.

Next month, look for a complete overview about how to replace your garments.

Garment Life Expectancy If you take good care of your TwinHill apparel, by properly laundering or dry cleaning your garments according to the published guidelines, maintaining the proper number of pieces and rotating them frequently, you can expect them to last about this long:

- Blouses/Shirts one year
- Dress one year
- Sweaters one year
- Pants 12 - 18 months
- 2-Button and Zip Jackets. . . 18+ months

It's been over 18 months since the start of our new program and many of you have not begun to replace your garments.

We want you to look great, so please see your supervisor or uniform coordinator if your garments are beginning to look worn or are damaged!

Defective Lining Some problems aren't always obvious to quality control inspectors when the garments leave the factory. That's why your feedback is so important. Employees confirmed in the survey that the lining was ripping on the center back seam of some blazers, zip jackets and vests. This production problem was identified earlier in 2009 and TwinHill has been replacing defective linings upon request. Check with your supervisor or uniform coordinator for further details on replacing these garments if your lining is defective.

Outerwear



We've received mixed reviews about the raincoats (not dry enough) and all-weather coats (not warm enough). Others don't care for the design of the all-weather coat. Since our uniform program is relatively new and our inventory is still quite large, we cannot financially justify a complete replacement of the all-weather coat. If you are unable to wear it due to sizing or tailoring concerns, please contact your supervisor

or uniform coordinator so we can work out an individual solution for you.

Here are a few suggestions to help ensure optimum performance of these garments:

- The raincoat is water resistant – not waterproof – and was designed to be a quick, lightweight item for flight attendants to tuck in their rollboards. If heavy rain is expected, be sure to take your all-weather coat, which has a zip-out lining that can be removed for use in warmer weather.
- The Thinsulate™ liner of the all-weather coat is rated to -10°F degrees when standing and -30°F when moving. Layer with mocks, cardigans and jackets if you tend to be cold and use your winter scarf to keep your neck warm on chilly days.